

**Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
June 6, 2007**

Members Present

Edward Bonner, Placer County Sheriff's Department
Peter Bryan, Rancho Cucamonga Fire Protection District
Reginald Chappelle, California Highway Patrol
Lisa J. Hoffmann, Contra Costa County Sheriff's Department
Mark N. Pazin, Merced County Sheriff's Department
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Sam L. Spiegel, Folsom Police Department
Hanan Harb substitute for Chris R. Hinshaw of San Diego County Sheriff's Department
Rob Landon substitute for Richard Doscher of Yuba City Police Department

Members Absent

Chip Yarborough, City of Mountain View Police Department
Lesli J. Wilson, Orange County Fire Authority

Others Present

Patti Bell, AT&T
Carolyn Brown, CA 9-1-1 Office
Steve Carr, Mission Consulting
Carol Chiles, CA 9-1-1 Office
Paul Fahey, PLANT CML
Jeffrey Freeland, PLANT CML
Peggy Gregson, Folsom Police Department
Gary Grootveld, Public Safety Radio Services, DGS-Telecommunications
Muriel Haglund, Intrado
Wes Horn, Intrado
Kyle Pease, CA 9-1-1 Office
Karen Simpson, Verizon
Bill Stobbe, Mission Consulting

- 1) **Call to order & Welcome & Opening remarks** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00 a.m. Roll was taken, two members were absent.
- 2) **Approval of Minutes of March 21, 2007 Meeting** – There were a couple of minor changes made to minutes per Reggie Chappelle's email dated May 17, 2007. Chief Peter Bryan moved to approve the minutes. The minutes were unanimously approved. Ms. Rhoe asked if there were any changes to the agenda.

Ms. Rhoe asked the members, for the purpose of minute taking, to please identify themselves when addressing the Board and making motions.

3) Reports of Standing and Ad Hoc Committees –

- **Adhoc Committee on Long Range Planning Needs** – A meeting was held on May 1, 2007. Attendees were as follows: Mr. Hinshaw, Chief Bryan, Ms. Rhoe and Ms. Jimenez (representing Sheriff Ed Bonner). Chief Bryan stated that the group took a look at the draft of the Strategic Plan Effort document, and he prepared some bullet-point content material that could be included in a Request For Proposal (RFP).
- **County Coordinator Task Force Working Group** – Hanan Harb as a member of the CCTF offered to provide a status. The CCTF is working on developing the County Coordinators Resource Guide. Six 9-1-1 County Coordinators are on this Task Force. It is a big project that the CCTF is working on in addition to their normal duties. A meeting will be forthcoming once the Resource Guide has been completed; however, no date has been set. While the goal is to complete the Guide by the end of the calendar year, no specific completion date has been established.

Ms. Harb gave the Board an overview of the 9-1-1 County Coordinators. The County Coordinators are in need of a resource guide, to know what their duties are and how to accomplish their job. This guide also will be for future County Coordinators. Items may be updated on an ongoing basis. The Resource Guide will contain information such as: duties of a county coordinator and reimbursements. Information in the Resource Guide will help justify County Coordinators' positions for full-time employees. There will be a separate section within the guide to help assist anyone viewing the Resource Guide. The next official meeting is July 17, in Simi Valley.

Lisa Hoffman mentioned that this is a great idea to provide guidelines and a definition of the County Coordinators. The CCTF is made up of representatives from various regions with different backgrounds: Los Angeles, Ventura, San Bernardino, Modoc, and San Diego Counties.

4) Unfinished Business -

- **Criteria for PSAP Notification/Escalation – Chris Hinshaw**
Mr. Hinshaw is in the process of working on a draft document.
- **Outage Notification/Escalation Process - Chair** –
Ms. Rhoe was working on this internal process, and it has been revised; there was a request by the DGS Administration to add background information. This was done and changes have been made. There are several changes within the DGS Administration; New Interim Director, Chief Deputy Director and Public Information Officer, all of them were involved in the Escalation Notification

Process. They will review the document, and Ms. Rhoe will provide an update to the Board at the next meeting.

Ms. Rhoe shared with attendees how outage notifications are handled today. Ms. Rhoe receives notification from local exchange carriers, either Verizon or AT&T, depending on where the network outage is occurring. They let Ms. Rhoe know what the outage is, the estimated time to repair, what community was impacted by the outage, and if there were any lost 9-1-1 calls, if that information is available. Ms. Rhoe passes this information on via email and voice notification to the DGS Public Information Officer (PIO). Depending on the severity of the outage, the PIO will escalate the incident to the State and Consumer Services Agency (SCSA) PIO, who then may notify the Governor's Office if it has widespread or media impact.

Ms. Rhoe's responsibility is to make sure that the outage gets addressed as quickly as possible, that the DGS PIO is made aware of it so that if there are any media impacts the DGS and SCSA are aware of it and the Governor's Office is made aware in time so that they are kept apprised of anything that impacts Public Safety throughout the State. Ms. Rhoe also notifies the Office of Emergency Services (OES) Warning Center. The CA 9-1-1 Office does collaborate with OES, and they keep each other abreast of emergency situations that have the potential to impact public safety.

As soon as the notification and escalation document is finalized, it will be sent to all Board members.

Ms. Rhoe provided the 9-1-1 Network Outage Report for 2007. The report was distributed to all attendees. This document provides exclusive 9-1-1 network outage information.

Introductions: Ms. Rhoe introduced Paula Rogers the CA 9-1-1 Advisory Board Liaison.

Ms. Rhoe introduced Gary Grootveld, Acting Deputy Director. Mr. Grootveld gave an overview of Public Safety Radio Services (PSRS). The PSRS is involved with State Agencies that have two-way radio systems. A large project for the next five years is the California Highway Patrol, retrofit of their systems and migrating to a new system and new technology. In addition, PSRS is also in the process of offering services to cities and counties. PSRS is actually mandated to make services available if short on staff. There is a staff of 350 people, including 150 technicians, spread across the State. PSRS has shops and labs and is able to test electronics and can build virtually anything that cannot be purchased off the shelf.

Ms. Rhoe also introduced three members of the CA 9-1-1 Office. The 9-1-1 Office consultants in attendance were: Carolyn Brown, Carol Chiles, and Kyle Pease. These individuals interact directly with the PSAP community.

- 5) **Next Generation E9-1-1 Overview** – PlantCML gave a presentation on Next Generation E9-1-1- Overview– See PowerPoint presentation (Attached)
- 6) **Announcements** –
 - Summer Quarterly Meeting July 19, 2007, Ronald Reagan Library in Simi Valley
 - CHP Presentation wireless 9-1-1 Taskforce in Santa Cruz/San Mateo
 - NENA Meeting in Charlotte, NC week of June 10, 2007
 - The Report to the Legislature on An Analysis of Gaps in Statewide 9-1-1 Services has been posted on DGS website and can be viewed at <http://www.legi.dgs.ca.gov/Publications/2007LegislativeReports.htm>.
- 7) **Public Comments** - None
- 8) **Next Meeting Date and Time** - The next regular Board meeting is scheduled for Wednesday, September 5, 2007 from 9:00 a.m. – 12:00 p.m. in Sacramento at the Ziggurat Building Executive Dining Room, 1st Floor.
- 9) **ADJOURNMENT** – The meeting adjourned at 12:30 p.m.

Handouts

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9-1-1 Network Outage Reports 2007

PlantCML PowerPoint presentation